

Kenton – Chain of command:

James is our site tech, he is on campus every day. He troubleshoots and solves all technical problems. He can be reached by email, phone, or walkie talkie. He is fully knowledgeable on all hardware and software on campus. He solves problems very quickly. Example: I called him yesterday to get a scanner driver downloaded onto a PC. It didn't work when I tried to download it. He came over, showed me that it can only be downloaded in Internet Explorer (I was using Firefox) and there was a permission that had to be turned off. The problem was solved in a few minutes.

We have a good working relationship because I teach in a computer lab and am one of the teachers who has consistent issues to solve.

We have no reason to create work orders or trouble tickets. James does everything we need.